

SHALBY[®]

MULTI-SPECIALTY

HOSPITALS

VIGIL MECHANISM AND WHISTLE-BLOWER POLICY

REGISTERED OFFICE

Shalby Limited

Opposite Karnawati Club
Sarkhej Gandhinagar Highway
Near Prahlad Nagar Garden
Ahmedabad – 380 015
Gujarat, India

CORPORATE OFFICE

B-301 & 302, Mondeal Heights
Opposite Karnawati Club
Sarkhej Gandhinagar Highway
Ahmedabad – 380 015
Gujarat, India

Email: companysecretary@shalby.in, website: www.shalby.org

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1. INTRODUCTION

Shalby Limited (“Shalby”) is committed to conducting business with integrity, including in accordance with all applicable laws and regulations. Shalby's expectations with respect to business ethics are contained in the Code of Business Conduct and Ethics (the “Code of Conduct”).

Employees are required to report actual or suspected violations of applicable laws and regulations and the Code of Conduct, and Shalby has an obligation to ensure that there is a procedure in place to enable the reporting of such violations.

2. SCOPE AND EXCLUSION

This Vigil Mechanism and Whistle-blower Policy (the “Policy”) sets out the procedure to be followed when making a disclosure.

This Policy applies to all Employees, regardless of their location. Violations will result in appropriate disciplinary action. Please familiarize yourself with this Policy, and seek advice from the Compliance officer of Shalby if any questions arise.

3. TERMS AND REFERENCES

In this Policy, the following terms shall have the following meanings:

- I. “Audit Committee” means the committee constituted by Shalby in accordance with Section 177 of the Companies Act, 2013, which has responsibility for supervising the development and implementation of this Policy.
- II. “Code of Conduct” means the Code of Business Conduct and Ethics.
- III. “Employee” means any employee or director of Shalby.
- IV. “Ethics & Compliance Task Team” means the team formed under the guidance of the Audit Committee to process and investigate Protected Disclosures, comprising the Chief Financial Officer, Head of Accounts, Head of HR and Representative from Chairman's Office and Secretarial. Chief Financial Officer shall serve as the Chair of the Ethics & Compliance Task Team.
- V. “Protected Disclosure” means the disclosure of a Reportable Matter in accordance with this Policy.
- VI. “Reportable Matter” means a genuine concern concerning actual or suspected:
 - a. Fraudulent practices, such as improperly tampering with Shalby books and records, or theft of company property;
 - b. corruption, including bribery and money laundering;
 - c. Breaches of the Code of Conduct.
 - d. Forgery or alteration of documents
 - e. Misappropriation / misuse of Company's resources, like funds, supplies, vehicles,

- privileges, property and / or other assets.
- f. Improper use of authority, power or position
- g. Solicitation accepting expensive gifts directly or indirectly from business connections including vendors, contractors or other business associates.
- h. Authorizing / receiving compensation for goods not received / services not performed.
- i. Providing unauthorized confidential information to external agencies.
- j. Suspected leak or leak of unpublished price sensitive information

Please note that complaints concerning personal grievances, such as professional development issues or Employee compensation, are not Reportable Matters for purposes of this Policy.

- VII. **“Whistle-blower”** means any Employee who makes a Protected Disclosure under this Policy.

4. POLICY

I. Responsibility to Report;

Protected Disclosures are to be made whenever an employee becomes aware of a Reportable Matter. The Protected Disclosure should be made promptly upon the Employee becoming aware of the Reportable Matter. Reportable Matters should be made pursuant to the reporting mechanism described in Section 4(II) below.

The role of a Whistle-blower is limited to making a Protected Disclosure. A Whistle-blower should not engage in investigations concerning a Reportable Matter that is the subject of a Protected Disclosure. Neither should a Whistle-blower become involved in determining the appropriate corrective action that might follow from the submission of a Protected Disclosure.

II. Reporting Mechanism

Shalby has established an Ethics & Compliance Task Team to process and investigate Protected Disclosures. The Ethics & Compliance Task Team operates under the supervision of the Audit Committee. Protected Disclosures are to be made to the Ethics & Compliance Task Team in the prescribed format as follows:

- i. by email to companysecretary@shalby.in or cfo@shalby.org;
- ii. by letter addressed to the Ethics & Compliance Task Team, marked "Private and Confidential", and delivered to the Chairman of the Ethics & Compliance Task Team, Shalby Limited, Shalby Hospital, Opp. Karnavati Club, SG Road, Ahmedabad-380015.

Moreover, in exceptional cases, Employees have a right to make Protected Disclosures directly to the member of the Audit Committee as follows:

- i. by email to shyamal.joshi@Shalby.org; or
- ii. by letter addressed to the Audit Committee, marked "Private and Confidential", and delivered to the Chairman of the Audit Committee, Shalby Limited, Shalby Hospital, Opp. Karnavati Club, SG Road, Ahmedabad-380015.

To enable the proper investigation of any Reportable Matter, a Protected Disclosure should include as much information as possible concerning the Reportable Matter. To the extent possible, the following information should be provided:

- i. the nature of the Reportable Matter (for example, if the Reportable Matter concerns an alleged violation of the Code of Conduct, please refer to the provision of the Code of Conduct that is alleged to have been violated);
- ii. the names of the Employees to which the Reportable Matter relates (for example, please provide the name of the business unit that is alleged to have violated the Code of Conduct);
- iii. the relevant factual background concerning the Reportable Matter (for example, if the Reportable Matter concerns a violation of the Code of Conduct, please include information about the circumstances and timing of the violation); and
- iv. the basis for the Protected Disclosure (for example, where knowledge of the alleged violation is based upon documents in the Whistle-blower's possession or control, please provide a copy of the pertinent documents).

To enable further investigation of Reportable Matters, Whistle-blowers are strongly encouraged to provide their name and contact details whenever they make a Protected Disclosure under this Policy. If a Whistle-blower does not provide his or her name and contact details when making a Protected Disclosure, Shalby's ability to investigate the subject-matter of the Protected Disclosure may be limited by its inability to contact the Whistle-blower to obtain further information.

All Protected Disclosures are taken seriously and will be promptly investigated by Shalby in accordance with the Guidance on Responding to Protected Disclosures.

III. Protection of Whistle-Blowers

If a Whistle-blower does provide his or her name when making a Protected Disclosure, Shalby will treat as confidential the identity of the Whistle-Blower and the fact that a Protected Disclosure has been made, except as otherwise required by law and to the extent possible while allowing an investigation to proceed.

A Whistle-blower may make a Protected Disclosure without fear of retaliation or intimidation. Shalby prohibits its Employees from engaging in retaliation or intimidation that is directed against a Whistle-blower. Employees who engage in retaliation or intimidation in violation of this Policy will be subject to disciplinary action, which may include dismissal.

However, if a Whistle-blower has been found to have made a deliberately false Protected Disclosure, that Whistle-blower may be subject to disciplinary action, which may include dismissal.

IV. Role of the Audit Committee

The Audit Committee is responsible for supervising the development and implementation of this Policy, including the work of the Ethics & Compliance Task Team. The Audit Committee shall periodically review the Policy to consider whether amendments are necessary, and, if so, it shall communicate any such amendments to all Employees as soon as possible.

The Audit Committee shall receive reports from the Ethics & Compliance Task Team concerning the investigation and resolution of Protected Disclosures made pursuant to the Policy on a quarterly basis as per the guidelines given by the Audit Committee. In addition, the Audit Committee shall have responsibility for coordinating the investigation of any serious Protected Disclosures concerning the alleged violation of laws or regulations that apply to Shalby.

V. Conflicts of Interest

Where a Protected Disclosure concerns any members of the Ethics & Compliance Task Team or the Audit Committee, that member of the Ethics & Compliance Task Force or the Audit Committee shall be prevented from acting in relation to that Protected Disclosure. In case of doubt, the Chairman of the Board of Directors shall be responsible for determining whether a member of the Ethics & Compliance Task Team or the Audit Committee must rescue himself or herself from acting in relation to a Protected Disclosure.

VI. Questions

If you have any questions concerning this Policy or the Code of Conduct, please contact:

Address	Company Secretary / Chief Financial Officer Shalby Limited Shalby Hospital, Opp. Karnavati Club, SG Road, Ahmedabad-380015
Email	companysecretary@shalby.in / cfo@shalby.org
Telephone	+91-79-40203296

Footnote

1. The Board of Directors of Shalby Limited at its meeting held on December 20, 2016 has adopted this Policy first time.
2. The Board of Directors of Shalby Limited at its meeting held on January 28, 2019 has modified this Policy in view of Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) (Amendment) Regulations, 2018 notified on May 9, 2018. The said revised Policy is effective from April 1, 2019.